OPAL Series User Guide
FOR OPAL 1000/1001/1002/1003/1005/1010 GUESTROOM TELEPHONES

CONNECTING THE OPAL
Included with the Opal are (one each):
- Base unit
- Handset
- Coiled handset cord
- Clear plastic overlay
- User guide
- Line cord

Contact your supplier or Teledex for information on ordering custom designed and printed faceplates to enhance the look of your Teledex telephone.

1) Located on the left side of the Opal (as the phone is facing you) is a modular jack. Insert one end of the coiled handset cord into this jack (you should hear the coil cord click when properly inserted).
2) Insert the other end of the coiled handset cord into the modular jack on the handset.
3) Turn the telephone so the back panel is facing you. Insert either end of the line cord into the jack on the back of the telephone labeled **LINE**.
4) Insert the other end of the line cord into a telephone wall outlet jack.
5) Once your telephone is connected, remove the plastic overlay and place the paper faceplate over the keys. Replace the plastic overlay by hooking the tabs on the overlay into the recessed slots located on both sides. The overlay is easiest to insert when; the left or right side tabs are inserted first, and the middle of the overlay is slightly bowed to allow for insertion of the other tabs.

PLACING A CALL
1) Lift the handset.
2) Listen for dial tone. Dial the desired number, or press an **AUTO DIAL** key to automatically dial a number.
3) To end the call, hang up by placing the handset back in the cradle.

RECEIVING A CALL
An audible ring and flickering red message waiting light will indicate an inbound call.
1) Lift the handset. The Opal will engage the ringing line.
2) To end the call hang up the handset.

ADJUSTING THE RING VOLUME
Locate the adjustment control on the back of the telephone labeled **RINGER LOW/HI**. Slide the switch to the desired LOW or HI ring volume.

REDIAL (models Opal 1002/1003/1005/1010 only)
To REDIAL the last telephone number dialed:
1) Lift the handset from the cradle.
2) Press the **REDIAL** key.

ADJUSTING THE HANDSET VOLUME
The HANDSET VOLUME key has three levels. When the handset is first lifted, the handset volume is NORMAL.

Locate the **HANDSET VOLUME** key below the keypad. Press the key once and the volume level will increase one level (to MEDIUM volume). Press the key once more and the volume level will increase an additional level (to HIGH volume). To return the handset volume to NORMAL, press the handset volume key again.

The handset volume will always return to NORMAL when the handset is replaced in the cradle.

FLASH KEY (models Opal 1002/1003/1005/1010 only)
Pressing the **FLASH** key initiates a 600ms hookflash. Typical usage is to access PBX features like call waiting.

AUTO DIAL KEYS
The Opal has programmable **AUTO DIAL** keys. These keys can be programmed to automatically dial telephone numbers, or activate telephone system features.

Programming AUTO DIAL keys:
The telephone must be connected to a telephone line.
1) Lift the handset from the cradle.
2) Press the recessed **STORE** key and release it. (Please see diagram on the next page).
3) Enter the telephone number including PAUSE* as required. The sequence can be up to 15 digits.
4) Press the **AUTO DIAL** key where the number is to be stored.
5) Place the handset back in the cradle.

*A 3.6 second pause is entered in a dialing sequence by pressing the **REDIAL** key for each PAUSE required.

RMA PROCEDURES
The following procedure should be followed with all Teledex telephone products prior to sending the telephone to the factory for repair.
1) Please perform the tests listed below:
   a. Test the telephone on a different telephone jack.
   b. Test telephone with a different line cord.
   c. Test with a different handset cord (coiled cord).
   d. For two line products, please ensure that one of the line buttons is pressed (if both line buttons are in the UP position, the telephone will not operate).
2) If the steps listed above do not provide a remedy for the suspect telephone, please place a tag on the individual telephone describing the defect. Next, call the Teledex Repair Department at **1 (800) 875-8539** for an RMA number. You must have an RMA number to return products to Teledex.
3) Kindly note: An RMA number is unique to each return shipment. Do not duplicate this number on any future shipments.

SHIPPING INSTRUCTIONS:
Please print the RMA number clearly on the outside of your shipping carton(s). Please ship to the following address:

Teledex LLC / RMA#_____
6311 San Ignacio Avenue
San Jose, CA 95119

FREIGHT CHARGES:
The Customer is responsible for shipping products for repair to Teledex. After repair, Teledex will return telephone products to the Customer freight prepaid in the same manner in which is was sent (i.e. Freight sent to Teledex UPS Blue, will be returned via 2 day shipping).

**Please note: When telephones are returned for repair due to misuse (i.e. liquid spills, abuse, or Customer modification - warranty label broken), the Customer will be charged the standard repair fee, regardless of warranty status.

CONVERTING FROM DESK TO WALL MOUNT
The Opal Telephone can be changed for wall mounting applications. The conversion is easiest when the handset and line cords are not connected.
1) Located on the top of the telephone above the speaker grill is the wall/desk mount clip. Remove this clip by firmly pushing upward (towards the hookswitch).
2) Flip the clip over (top to bottom) so that the protruding edge is towards the top of the phone. This edge will hold the handset.
3) Turn the Opal over so the bottom is up facing you. Place the Opal on a nonabrasive surface to prevent scratching.
4) Locate and remove the mounting bracket, firmly push back and pull up to remove two of the four retaining tabs.
5) Rotate the mounting bracket 180 degrees clockwise so that the mounting eyelet on the bracket is facing in the same direction as the other mounting eyelet located on the bottom of the telephone.
6) Insert the top two retaining tabs of the mounting brackets into the mounting bracket slots (located near the middle of the telephone). Then firmly push down to insert the retaining tabs on the opposite side of the mounting bracket.
7) Connect a short modular line cord into the jack on the back of the phone (labeled **LINE**). Route the line cord thought the line cord channel. Connect the other end of line cord to the phone jack on the wall mounting plate.
8) Turn the telephone over, and slide the Opal down onto the

mounting posts in downward direction. Both eyelets should line up with the mounting posts.

9) Complete the wall mounting by installing the handset and handset cord.

REQUIREMENTS OF PART 68 - FCC RULES

This device has been granted a registration number by the Federal Communications Commission, under Part 68 rules and regulations for direct connection to the telephone lines. In order to comply with these FCC rules, the following instructions must be carefully read and applicable portions followed completely:

1. Direct connection to the telephone lines may be made only through the standard modular cord furnished, to the utility installed jack. No connection may be made to party or coin phone lines. On the bottom of the phone is a label that contains among other information, the FCC Registration Number and the Ringer Equivalence number (REN) for this equipment. If requested this information must be provided to the telephone company. The USOC Jack for this equipment is RJ11C.
2. The telephone company, under certain circumstances, may temporarily discontinue and make changes in facilities and services which may affect the operation of the users' equipment: however, the user shall be given adequate notice in writing to allow the user to maintain uninterrupted service.
3. In certain circumstances, it may be necessary for the telephone company to request information from you concerning the equipment which you have connected to your telephone line. Upon request of the telephone company, provide the FCC registration number and the ringer equivalence number of the equipment which is connected to your line; this information will be found on the device.
4. If any of your telephone equipment is not operating properly, you should immediately remove it from the telephone line. It may cause harm to the telephone network.
5. If the telephone company notes a problem, they may temporarily discontinue service. When practical, they will notify you in advance disconnection. If advance notice is not feasible, the telephone company must; promptly notify you of such temporary discontinuance; afford the opportunity to correct the condition; inform you of your rights to bring a complaint to the FCC under their rules.
6. Repairs to the device may be made only by the manufacturer or an authorized service agency. This applies at any time during and after warranty. If unauthorized repair is performed, registration, connection to the telephone lines and remainder of warranty period all become null and void.
7. This equipment is hearing aid compatible.
8. This telephone must be connected behind a PBX.

REQUIREMENTS OF PART 15 - FCC RULES

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction, may cause harmful interference to radio communications. However, there is not a guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: -Move the telephone away from the receiver. -Consult the dealer or an experienced radio/TV technician for help. Any changes made by the user not approved by the manufacturer can void the user's authority to operate the telephone.

INDUSTRY OF CANADA REQUIREMENTS

NOTICE: The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements documents. The department does not guarantee the equipment will operate to the users satisfaction. Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection.

The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe systems, if present, are connected together. This precaustion may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority or electrician, as appropriate.

The Ringer Equivalence Number (REN) of this device is Z.

Notice: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5. This telephone connects to the telephone network under the connecting arrangement code CA11A.

IMPORTANT SAFETY INSTRUCTIONS

WHEN USING YOUR TELEPHONE EQUIPMENT, BASIC SAFETY PRECAUTIONS SHOULD ALWAYS BE FOLLOWED TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK AND INJURY TO PERSONS. INCLUDING THE FOLLOWING:

1. READ AND UNDERSTAND ALL INSTRUCTIONS.
2. FOLLOW ALL WARNINGS AND INSTRUCTIONS MARKED ON THE PRODUCT.
3. UNPLUG THE PRODUCT FROM THE WALL OUTLET BEFORE CLEANING. DO NOT USE LIQUID CLEANER OR AEROSOL CLEANERS. USE A DAMP CLOTH FOR CLEANING.
4. DO NOT USE THIS PRODUCT NEAR WATER FOR EXAMPLE NEAR A BATHTUB, WASH BOWL, KITCHEN SINK OR LAUNDRY TUB, IN A WET BASEMENT, OR NEAR A SWIMMING POOL.
5. DO NOT PLACE THIS PRODUCT ON AN UNSTABLE CART, STAND OR TABLE. THE PRODUCT MAY FALL, CAUSING SERIOUS DAMAGE TO THE PRODUCT.
6. SLOTS AND OPENINGS IN THE CABINET AND THE BACK OF BOTTOM ARE PROVIDED FOR VENTILATION, TO PROTECT IT FROM OVERHEATING, THESE OPENINGS MUST NOT BE BLOCKED OR COVERED. THE OPENINGS SHOULD NEVER BE BLOCKED BY PLACING THE PRODUCT ON THE BED, SOFA, RUG OR ANY OTHER SIMILAR SURFACE. THIS PRODUCT SHOULD NEVER BE PLACED NEAR OR OVER A RADIATOR OR HEAT REGISTER. THIS PRODUCT SHOULD NOT BE PLACED IN A BUILT-IN INSTALLATION UNLESS PROPER VENTILATION IS PROVIDED.
7. NEVER PUSH OBJECTS OF ANY KIND INTO THIS PRODUCT THROUGH CABINET SLOTS AS THEY MAY TOUCH DANGEROUS VOLTAGE POINTS OR SHORT OUT PARTS THAT COULD RESULT IN A RISK OF FIRE OR ELECTRIC SHOCK. NEVER SPILL LIQUID OF ANY KIND ON THE PRODUCT.
8. TO REDUCE THE RISK OF ELECTRIC SHOCK DO NOT DISASSEMBLE THIS PRODUCT BUT TAKE IT TO A QUALIFIED SERVICEMEN WHEN SOME SERVICE OR REPAIR WORK IS REQUIRED. OPENING OR REMOVING COVERS MAY EXPOSE YOU TO DANGEROUS VOLTAGES OR OTHER RISKS. INCORRECT REASSEMBLE CAN CAUSE ELECTRIC SHOCK WHEN THE APPLIANCE IS SUBSEQUENTLY USED.
9. UNPLUG THIS PRODUCT FROM THE WALL OUTLET AND REFER SERVICING TO QUALIFIED SERVICE PERSONNEL UNDER THE FOLLOWING CONDITIONS.
   - WHEN THE POWER SUPPLY CORD OR PLUG IS DAMAGED OR FRAYED
   - IF LIQUID HAS BEEN SPILLED INTO THE PRODUCT.
   - IF THE PRODUCT HAS BEEN EXPOSED TO RAIN OR WATER.
   - IF THE PRODUCT DOES NOT OPERATE NORMALLY BY FOLLOWING THE OPERATING INSTRUCTIONS. ADJUST ONLY THOSE CONTROLS THAT ARE COVERED BY THE OPERATING INSTRUCTIONS BECAUSE IMPROPER ADJUSTMENT OF OTHER CONTROLS MAY RESULT IN DAMAGE AND WILL OFTEN REQUIRE EXTENSIVE WORK BY A QUALIFIED TECHNICIAN TO RESTORE THE PRODUCT TO NORMAL OPERATION.
   - IF THE PRODUCT HAS BEEN DROPPED OR THE CABINET HAS BEEN DAMAGED.
   - IF THE PRODUCT EXHIBIT A DISTINCT CHANGE IN PERFORMANCE.
10. AVOID USING A TELEPHONE (OTHER THAN A CORDLESS TYPE) DURING AN ELECTRICAL STORM. THERE MAY BE A REMOTE RISK OF ELECTRIC SHOCK FROM LIGHTING.
11. DO NOT USE THE TELEPHONE TO REPORT A GAS LEAK IN THE VICINITY OF THE LEAK.

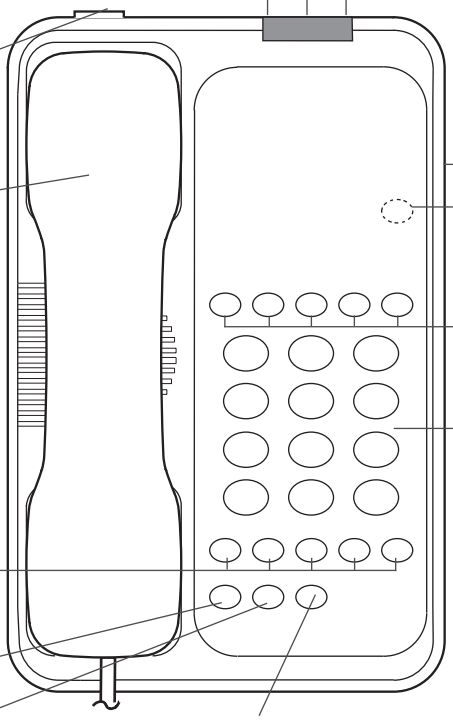
SAVE THESE INSTRUCTIONS

TELEDEX OPAL 1000/1001/1002/1003/1005/1010 DIAGRAM

RING VOLUME
Adjusts the ringer volume to Low or High setting.

HANDSET HOLDER
Used to temporarily hold the handset, without hanging up the telephone, when telephone is wall mounted.

HEARING AID COMPATIBLE HANDSET



MESSAGE WAITING LIGHT
Signals that a message is waiting for retrieval. See your system administrator for instructions on retrieving messages.

HANDSET JACK
Modular jack for connecting handset to base.

DATA PORT

STORE KEY (hidden)
Used in programming of number sequences. See instructions for programming details.

AUTO DIAL KEYS 1-5 (model Opal 1010 only)
For easy, one-touch dialing of guest services or PBX features. Programmed during installation.

DIAL KEYS (DTMF PAD)
(models Opal 1000/1003/1005/1010 only)
For dialing phone numbers, and entering numbers to be stored in auto dial keys.

AUTO DIAL KEYS 6-10
(Quantity and location will vary based on specific model)
For easy, one-touch dialing of guest services or PBX features. Programmed during installation.

FLASH KEY
(models Opal 1002/1003/1005/1010)
For programming of FLASH duration.

REDIAL KEY
(models Opal 1002/1003/1005/1010)
To automatically redial last number dialed

HANDSET VOLUME KEY
Changes handset volume by pressing repeatedly.

FOR CUSTOMER SERVICE CALL

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